

General Government

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CITIZEN ASSISTANCE

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GOALS, FUNCTIONS & RESPONSIBILITIES: To serve as the City's ombudsman and advocate for the residents of the City of Alexandria and resolve individual problems regarding City services or assist in obtaining necessary services; to encourage residents to seek out government services and assistance when needed; to inform the public about government policies and services; to serve as the Freedom of Information Office for the City; to monitor cable television operations for compliance with franchise provisions; and to provide effective cable TV subscriber and consumer complaint resolution.

OBJECTIVES:

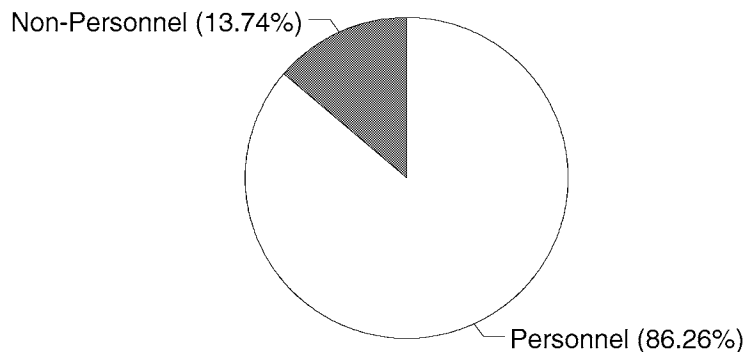
- To process formal (written) City Council requests for information and follow-up on requests from residents within 10 working days of their receipt; and process informal City Council requests for information and/or follow-up on residents' complaints within 24 hours of their receipt.
 - To process all requests for City records and data under the Virginia Freedom of Information Act (FOIA) within 5 working days of their receipt.
 - To investigate and resolve consumer complaints within 20 working days and answer routine inquiries immediately.
 - To monitor the activities of the cable franchisee, process complaints, such as billing disputes, that cannot be resolved by the franchisee, and schedule the programming of and post information about City-sponsored meetings and events on the local government channel.
-

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	541,332	560,702	588,336	
NON-PERSONNEL	113,638	100,400	93,741	
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>654,970</u>	<u>661,102</u>	<u>682,077</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>12,360</u>	<u>5,400</u>	<u>5,498</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>12,360</u>	<u>5,400</u>	<u>5,498</u>	
GENERAL FUND	<u>642,610</u>	<u>655,702</u>	<u>676,579</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 3.2%				
FULL-TIME POSITIONS	7.0	7.0	7.0	
PART-TIME POSITIONS (FTE)	0.75	0.75	0.75	
TOTAL AUTHORIZED POSITIONS	7.75	7.75	7.75	

CITIZEN ASSISTANCE

FY 2007 Proposed Expenditure by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget increased by 3.2 percent.
- Personnel - FY 2007 Proposed Personnel increased by \$27,634, or 4.9 percent. This increase is attributable to the cost of employee merit adjustments.
- Non-Personnel - FY 2007 decrease in non-personnel is \$6,659, or 6.6 percent.

Efficiency Reductions

- The budget was reduced by \$3,600 in postage to more accurately reflect actual expenditures.

Services to Residents

The Office of Citizen Assistance provides residents with an easily accessible point of contact within City government. The Office responds to individual requests for information and/or complaints regarding City services and strives to make local government more responsive to the needs of its residents. The Office provides staff assistance to six boards and commissions, assists in the City's public information functions during emergencies, processes appointments to all City Council-appointed committees, and performs other projects and assignments as directed by the City Manager. The Office is also responsible for processing all requests for City records and data under the Virginia Freedom of Information Act.

CITIZEN ASSISTANCE

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: To process formal (written) City Council requests for information and follow-up on resident requests within 10 working days of their receipt; and process informal City Council requests for information and/or follow-up on residents' requests within 24 hours of their receipt.

	Actual CY 2003	Actual CY 2004	Actual CY 2005	Estimated CY 2006	Projected CY 2007
Number of formal requests processed	143	165	165	165	165
Number of formal requests processed within 10 days*	86	94	100	100	100
Number of informal requests processed	216	438**	500	500	500
Percentage of informal requests processed within 24 hours	95 %	98 %	98 %	98 %	100 %

* Requests may take longer than 10 days to process due to the complexity of the issue or availability of the information.

** The increase of informal requests is primarily attributable to residents requesting more information from City Council.

OBJECTIVE: To process all requests for City records and data under the Virginia Freedom of Information Act (FOIA) within 5 working days of their receipt.*

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of FOIA requests	519	520	669**	550	550
Percentage of requests processed within mandated 5-day time frame	84 %	85 %	90 %	90 %	90 %

* Time can be extended, per State law, an additional 7 working days if required to produce documents. Extensions are generally required when files are very old and have to be retrieved from an offsite storage facility.

** The increase of FOIA requests is primarily attributable to residents requesting more information.

Consumer Affairs

The Office of Citizen Assistance includes the Consumer Affairs function, which seeks to resolve residents complaints alleging unfair, fraudulent or dangerous business practices, and to prevent unfair trade practices through community education and information programs. The Office also processes residents complaints and informational requests from Council Members, administers the City's Charitable Solicitations Ordinance, and registers fund-raising activities by charitable organizations.

INDICATORS AND MEASURES

OBJECTIVE: To investigate and resolve consumer complaints within 20 working days and answer routine inquiries immediately.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of complaints received	398	324	405	300	300
Number of information requests received	8,496	13,707	18,044	18,000	18,000
Value of goods and services recovered for consumers*	\$128,567	\$167,811	\$209,886	\$175,000	\$175,000

* Consumer Affairs staff monitor the dollar value of property and other recoveries.

CITIZEN ASSISTANCE

DEPARTMENT DETAIL

Cable Television

The Office of Citizen Assistance has responsibility for monitoring the cable television franchisee's performance in the City. This includes ensuring compliance with the City Code requirements and franchise agreement; processing complaints that cannot be resolved by the franchisee; scheduling programming and posting information about City-sponsored meetings and events on the local government channel; promoting, developing and coordinating the use of the governmental, educational and community cable channels; and providing staff support for the Alexandria Commission on Information Technology.

INDICATORS AND MEASURES

OBJECTIVE: To monitor the activities of the cable franchisee, process complaints, such as billing disputes, that cannot be resolved by franchisee, and schedule the programming of and post information about City-sponsored meetings and events on the local government channel.

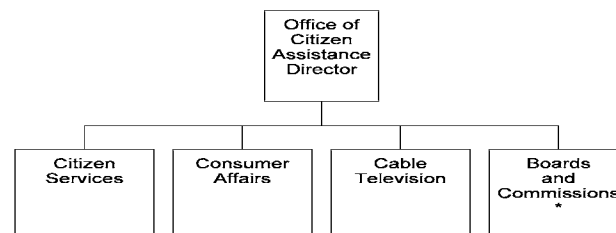
	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of complaints received*	124	45	32	35	35
Number of meetings cablecast**	135	135	142	140	140
Number of requests for videotapes of meetings	19	113	87	50	50

* Cable television franchisee's installation of new billing system resulted in an increase in the number of complaints received regarding billing services and difficulty contacting the franchisee due to large volume of calls. The number of complaints decreased in FY 2004 as customers understood the new billing system.

** Meetings that are cablecast include City Council, School Board, Planning Commission, Board of Zoning Appeals, and both panels of the Board of Architectural Review.

Boards and Commissions

The Executive Secretary for Boards and Commissions within this office processes all appointments to City Council appointed boards, committees and commissions and provides administrative staff support. Please see City Council listing located in the Legislative and Executive tab of this document for a full listing of the City's Boards and Commissions.



*Part-time staff

FINANCE

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GOALS, FUNCTIONS & RESPONSIBILITIES: To provide long-term financial stability to the City through effective expenditure control, reliable and equitable revenue collection practices, sound cash and debt management policies, responsible accounting and purchasing practices and pension administration practices.

OBJECTIVES:

- To prepare timely and accurate accounting and financial reports in compliance with established Government Finance Officers Association (GFOA) standards.
 - To pursue an investment strategy whose rate of return meets or exceeds market indices.
 - To collect delinquent personal property taxes.
 - To achieve a positive overall satisfaction rating on the Purchasing Agency Satisfaction Survey.
-

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	5,893,381	6,461,965	6,490,414	
NON-PERSONNEL	2,236,155	1,653,719	1,826,770	
CAPITAL GOODS OUTLAY	<u>24,757</u>	<u>40,060</u>	<u>128,000</u>	
TOTAL EXPENDITURES	<u>8,154,293</u>	<u>8,155,744</u>	<u>8,445,184</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>5,597</u>	<u>40,060</u>	<u>128,000</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>5,597</u>	<u>40,060</u>	<u>128,000</u>	
GENERAL FUND	<u>8,148,696</u>	<u>8,115,684</u>	<u>8,317,184</u>	

PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 2.5%

FULL-TIME POSITIONS	92.0	93.0 *	93.0
PART-TIME POSITIONS (FTE)	7.5	6.75 **	6.00 ***
TOTAL AUTHORIZED POSITIONS	99.5	99.75	99.00

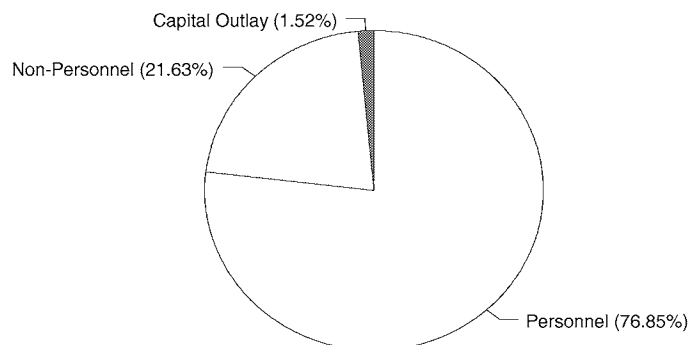
* The FY 2006 Approved budget includes supplemental funding for the conversion of one part-time (0.75 FTE) Revenue Collection position to full-time to improve efficiencies in the Finance Department.

** FY 2006 part-time position count has been changed from 5.75 FTE to 6.75 FTE to correct a prior under reporting.

*** Reflects the elimination of a part-time (0.75FTE) Clerk Typist I position, as part of the Department's efficiency-based expenditure reductions.

FINANCE

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed General Fund budget increased by 2.5 percent.
- Personnel - FY 2007 proposed personnel increased by \$28,449, or less than one percent. This increase is attributable to the cost of employee merit adjustments, partially offset by expenditure reductions described below. A vacancy factor of \$394,582, or 5.83 percent, has also been applied.
- Non-Personnel - FY 2007 increase in non-personnel is \$173,051, or 10.5 percent. This increase is partially attributable to adjustments to maintain current services and policies described below (\$148,471); and the transfer of maintenance costs for the Real Estate Accounts Receivable system (REAR - \$13,150) and the Treasury Cash Maintenance system (\$10,800), from Information Technology Services to the Finance Department in FY 2007. This increase is also attributable to increases in postal cost increases (\$14,230), office space rent increases (\$8,445) and printing (\$7,890) to reflect actual expenditure trends; partially offset by a reduction in costs for temporary services (\$25,000) and minor decreases in various other non-personnel costs.
- Capital Outlay - FY 2007 increase in capital outlay is \$87,940, or 219.5 percent. This increase is attributable to scheduled replacements for cash register hardware, copy machines, desktop and network printers.

Adjustments to Maintain Current Services and Policies

- Increase in external financial audit and related fees - \$96,471
This adjustment is for an anticipated increased costs of 30 percent, primarily due to the impact of the federal Sarbanes-Oxley Act, for external financial audit fees under a new contract (\$83,529), beginning in FY 2006. Also, to fund the increased software maintenance costs for the City's Performance Accounting System (\$12,942).

FINANCE

City Manager Proposed

Adjustments to Maintain Current Services and Policies, continued

- Increase in parking citation processing fees - \$41,000
This adjustment is for an increase in parking citation processing fees due to a new contract, from \$2.91 per ticket in FY 2006 to \$3.48 per ticket in FY 2007.
- Document Imaging System maintenance - \$11,000
This adjustment is for the transfer of maintenance costs for the document imaging system installed in the Accounting Division, in FY 2006, from the Capital Improvement Plan (CIP) to the department's non-personnel budget in FY 2007.

Expenditure reductions

- In addition to the above mentioned vacancy factor of \$394,582, efficiency-based expenditure reductions totaled \$49,642, including the elimination of a part-time Clerk Typist I position (\$24,642) and a reduction in costs for PPTRA-related temporary services (\$25,000) in the Revenue Division.

DETAIL BY DIVISION

Administration Division - provides overall planning, control, and supervision of the functions for which the department is responsible.

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007**</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	670,985	430,086	430,798	
<u>FULL-TIME STAFFING</u>	7	4 *	4	
* Reflects the internal transfer of three positions from the Administration Division to the new Pension Division.				
** Reflects a proportionate share (\$20,913) of the Department's vacancy factor of \$394,582.				

Accounting Division - is responsible for processing and recording the results of all financial operations; providing financial information and services to City departments; reporting this information to City, State and federal agencies, bond holders, and the public; and processing all accounts payable and payroll transactions.

FINANCE

DETAIL BY DIVISION

<u>DIVISION:</u> Accounting	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u> *	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	2,123,808	1,878,579	1,991,894	
<u>FULL-TIME STAFFING</u>	19	19	19	
* Reflects the adjustment for an increase in external financial audit and related fees (\$96,471), and maintenance costs for the document imaging system (\$11,000). Also reflects a proportionate share (\$83,652) of the Department's vacancy factor of \$394,582.				

INDICATORS AND MEASURES

OBJECTIVE: [Accounting] To prepare timely and accurate accounting and financial reports in compliance with established Government Finance Officers Association (GFOA) standards.

	<u>Actual</u> <u>FY 2003</u>	<u>Actual</u> <u>FY 2004</u>	<u>Actual</u> <u>FY 2005</u>	<u>Estimated</u> <u>FY 2006</u>	<u>Projected</u> <u>FY 2007</u>
Recipient of the GFOA Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes
Number of substantive GFOA Certificate Comments*	5	4	5	7	7
Issuance of CAFR to Virginia Auditor of Public Accounts by the mandated deadline	Yes	Yes	Yes	Yes	Yes

* In review of the Comprehensive Annual Financial Report (CAFR), GFOA reviewers issue corrective comments concerning disclosure practices. The number of comments issued fluctuates with changes in accounting rules.

Treasury Division - is responsible for collecting, processing, depositing, and investing all City revenues. This Division annually issues approximately 70,000 real estate tax bills, 109,000 personal property tax bills, and 115,000 delinquent parking notices. The Treasury Division also ensures the accurate processing of revenues, projects future cash needs and balances, and monitors the City's short-term investment portfolio.

<u>DIVISION:</u> Treasury	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u> *	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	1,604,546	1,660,768	1,734,064	
<u>FULL-TIME STAFFING</u>	18	18	18	
* Reflects the adjustment for an increase in parking citation processing fees (\$41,000); the transfer of maintenance costs for the REAR system (\$13,150) and the Treasury Cash system (\$10,800) from Information Technology Services to the Division; and increases in costs for printing and postage to reflect actual expenditure trends. Also reflects a proportionate share (\$64,712) of the Department's vacancy factor of \$394,582.				

FINANCE

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Treasury] The City's investment policy minimizes risk by investing in U.S Treasuries and Agencies, while earning a competitive rate of return. The goal is to meet or exceed market indices, such as Citigroup's Six Month Treasury Bill Fund or the U.S Treasury Bill 91- Day Auction Rate.

<u>Total Return of City's Portfolio for Selected Fiscal Periods</u>			
	<u>Year Ending 6/30/05</u>	<u>3 Years Ending 6/30/05</u>	<u>5 years ending 6/30/05</u>
City of Alexandria	2.46	1.82	3.18
Citygroup Six month Treasury Bill Fund	2.07	1.55	2.66
U.S. Treasury Bill 91 - Day Auction	2.35	1.57	2.50

Revenue Division - is responsible for assessing personal property taxes; assessing business license taxes; administering bank franchise taxes, meal sales taxes, transient occupancy taxes, and utility taxes; and administering the real estate tax relief, rent relief, and, since FY 1998, the personal property tax relief program for the elderly and disabled. The Revenue Division also provides State income tax assistance to City residents.

	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007**</u>	<u>APPROVED</u> <u>FY 2007</u>
<u>DIVISION:</u> Revenue				
General Fund Expenditures	2,904,943	2,971,971	3,002,234	
<u>FULL-TIME STAFFING</u>	38	39 *	39	
* Includes supplemental funding to convert one part-time Revenue Collection position to full-time.				
** Reflects a proportionate share (\$162,568) of the Department's vacancy factor of \$394,582, and expenditure reductions of \$49,642.				

INDICATORS AND MEASURES

OBJECTIVE: [Revenue] To collect delinquent personal property taxes.*

	<u>Actual</u> <u>CY 2003</u>	<u>Actual</u> <u>CY 2004</u>	<u>Actual</u> <u>CY 2005/1</u>	<u>Estimated</u> <u>CY 2006</u>	<u>Projected</u> <u>CY 2007</u>
Number of delinquent cases pursued**	49,399	46,445	40,774	40,366	39,962
Number of cases resolved (collected/relieved)	23,936	27,088	22,983	22,753	22,525
Total amount of delinquent taxes collected/relieved (in thousands)	\$5,787	\$7,475	\$5,033	\$4,983	\$4,933
Average number of accounts collected by employee	2,394	2,709	2,298	2,275	2,252

* Ad Valorem tax is reported on a tax year basis. The tax year for these taxes is the calendar year (CY). For this measure, delinquent personal property tax is counted as any personal property tax not paid by the October 5 due date. Actual CY 2005 figures are as of September 14, 2005. Additional cases will be resolved and revenue will be collected as of December 31, 2005. CY 2006 and CY 2007 estimates are based on actual CY 2005 figures as of September 14, 2005.

** The City aggressively levies a personal property tax even where individuals and businesses have failed to file. In most cases, these personal property tax bills are ultimately reduced or relieved. The validity of these bills cannot be known at the time personal property taxes are levied and therefore are included in the total levy and artificially reduce the City's collection rate.

FINANCE

DETAIL BY DIVISION

Purchasing Division - provides centralized procurement of goods and services for all City departments and agencies (excluding the School Board and the Library System) to ensure the economical acquisition of goods and services through fair competition.

<u>DIVISION:</u> Purchasing	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u> *	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	844,414	899,787	905,176	
<u>FULL-TIME STAFFING</u>	10	10	10	
* Reflects a proportionate share (\$46,560) of the Department's vacancy factor of \$394,582.				

INDICATORS AND MEASURES

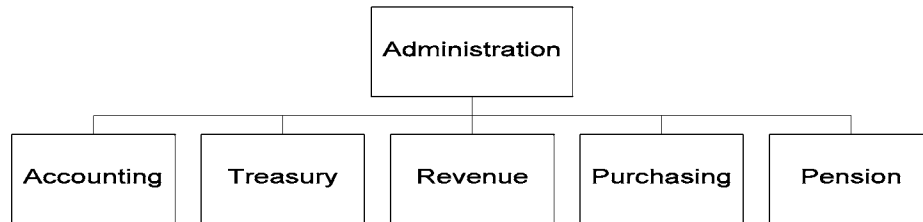
OBJECTIVE: [Purchasing] To achieve a total positive overall satisfaction rating by City respondents to the Purchasing Agency Satisfaction Survey of not less than 80 percent.

	<u>Purchasing Agency Satisfaction Survey</u>		
	<u>FY 2003</u>	<u>FY 2004</u>	<u>FY 2005</u>
Overall Satisfaction Rating History	93.5%	86.4%	90.7%
Responsiveness Rating History	89.1%	83.1%	93.0%
Quality of Goods and Services Purchased Rating History	84.8%	84.7%	86.1%

Pension Division - is responsible for the administration of the City's five pension plans, including review of the plan investments, distribution of benefits to retirees, management of outside pension administrators, investment consultants and actuaries and suggesting and facilitating any enhancements to the plans.

<u>DIVISION:</u> Pension	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u> *	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	0	274,493	253,018	
<u>FULL-TIME STAFFING</u>	0	3 **	3	
* Reflects a proportionate share (\$16,177) of the Department's vacancy factor of \$394,582.				
** Reflects the internal transfer of three positions from the Administration Division.				

FINANCE



GENERAL SERVICES

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GOALS, FUNCTIONS & RESPONSIBILITIES: To provide quality, continuous support services to City agencies in the areas of motor vehicles, facilities, printing and graphics, and communications.

OBJECTIVES:

- To provide service and maintenance to City-owned and leased buildings.
- To provide construction management for building maintenance, repair, and renovation projects; and manage City utility usage.
- To provide in-house production of graphics, typesetting, and printed material for all City agencies.
- To process daily mail in a timely fashion.
- To repair or to coordinate the repair of City motorized equipment.

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	5,374,638	5,883,295	5,779,608	
NON-PERSONNEL	5,391,404	5,269,450	6,178,568	
CAPITAL GOODS OUTLAY	<u>217,026</u>	<u>163,000</u>	<u>64,000</u>	
TOTAL EXPENDITURES	<u>10,983,068</u>	<u>11,315,745</u>	<u>12,022,176</u>	
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	0	0	0	
INTERNAL SERVICES	<u>205,508</u>	<u>163,000</u>	<u>64,000</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>205,508</u>	<u>163,000</u>	<u>64,000</u>	
GENERAL FUND	<u>10,777,560</u>	<u>11,152,745</u>	<u>11,958,176</u>	

PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 7.2%

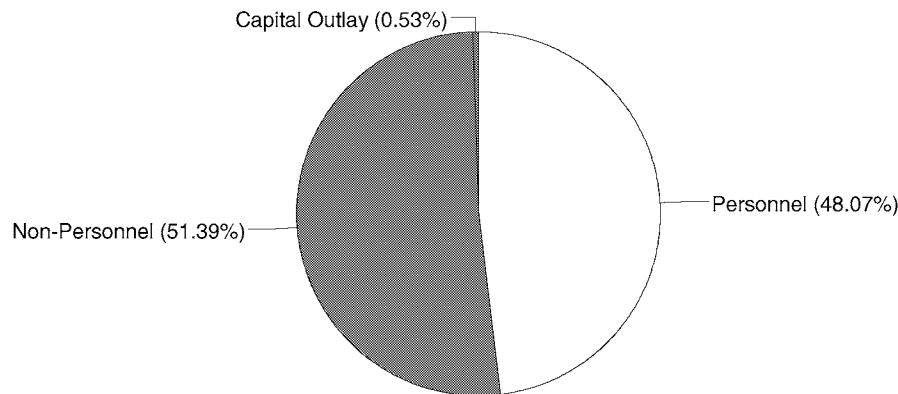
FULL-TIME POSITIONS	73.0	77.0 *	75.0 /1
PART-TIME POSITIONS (FTE)	0.5	0.5	0.5
AUTHORIZED OVERHIRES (FULL-TIME)	8.0	4.0	4.0
TOTAL AUTHORIZED POSITIONS	81.5	81.5	79.5

* The FY 2006 Approved budget includes the conversion of one overhire Space Planner position in the Administration Division and three overhire Construction Field Representative positions in the Capital Projects Division to full-time permanent.

/1 Reflects the elimination of two Offset Press Operator I positions as part of an efficiency reduction. These positions will be eliminated through attrition.

GENERAL SERVICES

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed General Fund total budget increased by \$805,431, or 7.2%.
- Personnel - FY 2007 proposed personnel decreased by a net amount of \$103,687, or 1.8 percent. This decrease is attributable to the application of a vacancy factor in the amount of \$148,224, or 2.5 percent, and efficiency reductions in personnel, including overtime, in the amount of \$157,353. These reductions are partially offset by increases due to the cost of employee merit adjustments.
- Non-Personnel - FY 2007 increase in non-personnel is \$909,118, or 17.3 percent. This increase is primarily attributable to the higher cost of fuel projected in FY 2007. For details on this increase please see adjustments to maintain current services and policies described below.

Adjustments to Maintain Current Services and Policies

- Increase in Fuel Costs - \$671,939
- Additional Leased Space Costs - \$120,600
- Accident Reserves - \$48,000
- Parking Management Contract - \$33,300
- Service Contract Cost Escalations - \$29,050
- Additional Square Feet Maintained - \$25,650
- Increased Vehicle Maintenance - \$25,700

GENERAL SERVICES

City Manager Proposed

Expenditure Reductions

- Efficiencies - in addition to the vacancy factor of \$148,224 described previously, the department's budget was reduced by \$276,206 in efficiency reductions and include the following:
 - Reduction in the size of Fleet Vehicles resulting in reduced maintenance costs (\$92,853);
 - Elimination of two Offset Press Operator I positions through attrition (\$82,853);
 - Reduction in building rounds made by staff, to not include weekends and/or cold weather periods (\$28,000);
 - Conversion of a part-time custodial position to a part-time Maintenance Renovation Inspection Specialist (M.R.I.S.) position. This position will assume the Farmer's Market Master position, which will result in a reduction in overtime costs (\$22,500);
 - Contracting with third parties for snow and ice removal at City facilities (\$17,800);
 - Deferring the replacement of one maintenance support vehicle in FY 2007 (\$16,000);
 - Reduce Print Shop operating supplies budget (\$10,000); and
 - Reduction in the overtime costs required to outfit Public Safety vehicles (\$6,200)

DEPARTMENT DETAIL

Since FY 1997 the amount of square footage in building space maintained by the Department has increased by approximately 529,032 feet, from 1,418,000 square feet to 1,947,000 square feet, or 37.3 percent; the City's motor pool has increased by 212 vehicles, from 623 vehicles to 835 vehicles, or by 34.0 percent. As a consequence, the Department's full-time staff positions has increased by 6 positions, from 69 positions to 75 positions, or by 8.7 percent.

To minimize personnel increases, General Services continues to contract out services where it is deemed cost effective, including custodial services; City Hall building security; elevator, generator, and security system maintenance; and parking facilities operation/management. Additionally, contractors are used for one-time or peak workload tasks and those tasks beyond the capability of City staff. The introduction of increasingly sophisticated electrical systems and components with associated electronics for HVAC, security, and life safety systems will see this trend continuing. However, there continues to be a demand for increased training for City personnel on this state-of-the-art-technology. The Fleet Services Division's *Fleet Maintenance Management Information System* continues to help improve and measure the effectiveness and efficiency of the Vehicle Maintenance Shop.

GENERAL SERVICES

DEPARTMENT DETAIL

Additionally, the Facilities Maintenance Division has implemented the web-link module to the *Computerized Maintenance Management System* to better track maintenance costs and histories, perform preventative maintenance and allow the Division to conduct predictive maintenance for replacing major components of building systems.

DETAIL BY DIVISION

Administration Division - is responsible for providing overall planning, direction, and supervision of the Department; coordinates the scheduling of City Hall meeting rooms and Market Square events; and manages and administers leases.

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	1,184,692	1,156,512	1,237,862 *	
<u>FULL-TIME STAFFING</u>	8	9 **	9	
* A 2.5 percent department-wide vacancy factor (\$148,224) is reflected in the Administration Division.				
** Reflects the conversion of one over-hire Space Planner position to full-time permanent.				

Facilities Maintenance Division - is responsible for maintaining over 90 City buildings, including City Hall, the Alexandria Courthouse, the Public Safety Center, the Human Services Building, the Lee Center, recreation centers, and libraries. The Division is also responsible for providing periodic maintenance of heating and cooling systems; electric and plumbing systems; security and fire alarm systems; and structural, roofing, cosmetic, and custodial maintenance; as well as supporting events on Market Square, including the weekly Farmer's Market; maintaining the Torpedo Factory area waterfront plaza and piers; and the Vola Lawson Animal Shelter.

<u>DIVISION:</u> Facilities Maintenance	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	5,448,654	6,133,517 *	6,213,045	
<u>FULL-TIME STAFFING</u>	26	26	26	
* Includes approved supplemental funding of \$75,000 to fund emergency generator preventive maintenance and approximately \$356,000 in adjustments to maintain current services to fund facilities maintenance functions on additional square feet, City-wide the increased cost of utilities City-wide and miscellaneous service contracts.				

GENERAL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Facilities Maintenance] To provide service and maintenance to City-owned and leased buildings.*

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Gross square footage of buildings	1,611,475	1,656,213	1,849,000	1,941,332	1,947,032
Annual Costs Per Square Foot	\$2.36	\$2.44	\$2.32	\$2.58	\$2.60

* Data have been revised from previously published documents.

Capital Projects Division - is responsible for providing construction management for building maintenance, repair, and renovation projects; and managing City utility usage.

	ACTUAL FY 2005	APPROVED FY 2006	PROPOSED FY 2007	APPROVED FY 2007
<u>DIVISION:</u> Capital Projects				
General Fund Expenditures	871,444	870,436	812,448	
<u>FULL-TIME STAFFING</u>	6	9 *	9	
* Reflects the conversion of three over-hire Construction Field Representative positions to full-time permanent.				

INDICATORS AND MEASURES

OBJECTIVE: [Capital Projects Division] To provide construction management for building maintenance, repair, and renovation projects; and manage City utility usage.*

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Total Number of Projects	52	35	42	39	40
Number of Project Managers	7	6	8	7	7
Avg Number of Projects Managed Per Manager	7.4	5.8	5.3	5.6	5.7

* Data have been revised from previously published documents.

Communications Division - is composed of two sections that support all City agencies: the Print Shop and the Mail Room. The Print Shop provides typesetting, graphic arts, printing, binding, and forms production services. The Mail Room provides copying, postal and messenger, parcel delivery, and facsimile (FAX) services.

	ACTUAL FY 2005	APPROVED FY 2006	PROPOSED FY 2007	APPROVED FY 2007
<u>DIVISION:</u> Communications				
General Fund Expenditures	595,716	449,981	447,626	
<u>FULL-TIME STAFFING</u>	10	10	8*	
* Reflects the elimination of two Offset Press Operator positions in the Print Shop as an efficiency reduction. These two positions will be eliminated through attrition.				

GENERAL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Print Shop] To provide in-house production of graphics, typesetting, and printed material for all City agencies.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of print\graphics jobs received*	n/a	n/a	1,300	1,200	1,400
Completed within 14 days (target)*	n/a	n/a	56.4 %	70.0 %	75.0 %

* This is a new measure, therefore no data is available prior to FY 2005.

OBJECTIVE: [Mail Room] To process daily mail in a timely fashion.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Pieces of mail processed annually (thousands)	594	612	653	620	640
Percentage of mail processed within 24 hours	100%	100%	100%	100%	100%

Fleet Services Division - is responsible for managing the City's motor equipment fleet, including the acquisition, maintenance, fueling, and disposal of motor vehicles; and operating a parts supply center.

	ACTUAL FY 2005	APPROVED FY 2006	PROPOSED FY 2007	APPROVED FY 2007
DIVISION: Fleet Services				
General Fund Expenditures	2,677,054	2,542,299	3,247,195 *	
FULL-TIME STAFFING	23	23	23	
* FY 2007 includes a mandatory adjustment of \$671,939 to reflect a projected increase in the cost of fuel for City vehicles.				

INDICATORS AND MEASURES

OBJECTIVE: [Fleet Services Division] To repair or to coordinate the repair of City motorized equipment.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of motorized equipment units	764	772	805	820	835
Number of maintenance and repairs	7,930	8,246	8,440	8,720	8,825
Average number of direct labor hours per repair	2.20	2.10	1.90	2.00	2.00
Number of Direct Labor Hours	17,252	17,463	16,172	17,600	18,000
Avg Maintenance/Repair tasks per vehicle	10.4	10.7	10.5	10.6	10.6
Avg Maintenance/Repair hours per vehicle	22.6	22.6	20.1	21.5	21.6

In FY 2006, General Services has undertaken or will complete a number of major construction and renovation projects, including the following:

- Complete the Detention Center lock replacement project;
- Complete the Duncan Library addition;

GENERAL SERVICES

DETAIL BY DIVISION

- Complete the relocation of the Department of Information and Technology Services (ITS) to leased space at the Tavern Square complex;
- Complete the replacement of the HVAC equipment and roof at the Casey Community Clinic;
- Complete the replacement of the Torpedo Factory Art Center rooftop units and elevator;
- Complete the exterior painting of the Lyceum.
- Substantially complete major portions of the Courthouse parking garage renovation project;
- Begin the City Hall renovation project, including a new first floor conference center, elevator replacement and backfill of the former ITS office space;
- Begin the design of the new Alexandria Police Facility;
- Begin the design of the replacement T&ES/Recreation Maintenance facility to be located at 2900 Business Drive;
- Begin the design of the new DASH Bus Facility;
- Begin the design development for the new Charles Houston Recreation Center;
- Install green roofs on the Duncan Library addition and the new Health Department facility at 4480 King Street;
- Begin the design for the final phase of the Gadsby's Tavern HVAC system replacement;
- Begin planning and conceptual design for the Patrick Henry Recreation Center;
- Begin construction on the Public Safety Center first floor slab replacement project; and
- Begin the design of the City All- Sports Facility;

In addition, the Department is scheduled to manage major maintenance and capital projects at over 90 City facilities and leased space in FY 2006. These projects and projects contemplated for future years are detailed in the City's Proposed FY 2007 to FY 2012 Capital Improvement Program document.

HUMAN RIGHTS

421 King Street, Room 400 • Alexandria, VA 22314 • 703.838.6390
Jean Kelleher Niebauer, Director • jean.niebauer@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To work toward achieving the goal of eliminating discrimination in the City of Alexandria, the Office of Human Rights enforces federal and City anti-discrimination laws. As both a City department and a Fair Employment Practices Agency (FEPA) of the U.S. Equal Employment Opportunity Commission (EEOC), the Office has specific activities and procedures to accomplish its objectives: investigation, mediation, conciliation, and referral for litigation of specific charges of unlawful discrimination; training and technical assistance; and public education.

OBJECTIVES:

- To investigate, evaluate the validity of, and resolve complaints that allege violations of federal and City anti-discrimination laws (e.g., the City's Human Rights Ordinance, Title VII of the U.S. Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act (ADEA), and the Americans with Disabilities Act (ADA)).

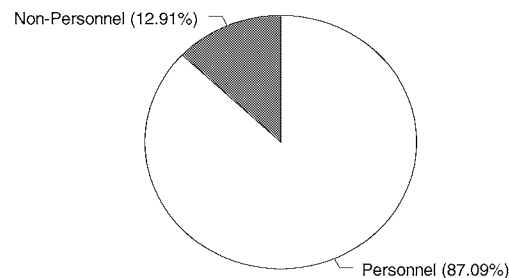
TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	391,869	450,894	440,509	
NON-PERSONNEL	67,824	97,486	65,290	
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>459,693</u>	<u>548,380</u>	<u>505,799</u>	
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>6,635</u>	<u>25,000</u>	<u>32,750</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>6,635</u>	<u>25,000</u>	<u>32,750</u>	
GENERAL FUND	<u>453,058</u>	<u>523,380</u>	<u>473,049</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED (9.6%)				
FULL-TIME POSITIONS	5	5 *	5	
AUTHORIZED OVERHIRES (FULL-TIME)	1	1	1	
TOTAL AUTHORIZED POSITIONS	6	6	6	

* The FY 2006 FTE count reflects the transfer of one full-time position from the Office of Human Rights to the City Manager's Office and the transfer of one full-time position from the Department of Human Services to the Office of Human Rights, resulting in a net increase of zero positions.

HUMAN RIGHTS

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget decreased by 9.6 percent.
- Personnel - FY 2007 proposed personnel decreased by \$10,385, or 2.3 percent. This decrease is attributable to the transfer of the Affirmative Action Officer from the Office of Human Rights to the City Manager's Office, and the transfer of the Disability Resources Coordinator from the Department of Human Services to the Office of Human Rights, resulting in the net decrease mentioned above.
- Non-Personnel - FY 2007 decrease in non-personnel is \$32,196, or 33.0 percent. This decrease is attributable to the transfer of the Affirmative Action recruitment budget (\$39,900) from the Office of Human Rights to the City Manager's Office.
- The Human Rights Investigator position was also included in the Approved FY 2005 budget and its continuation has no effect on the comparison of the FY 2006 Approved budget to FY 2007 Proposed budget. Each year, however, the need for its continuation is reviewed anew based on caseload.

DEPARTMENT DETAIL

The Office of Human Rights receives and investigates complaints of discrimination in the areas of employment, housing, commercial real estate, education, public accommodations,

HUMAN RIGHTS

DEPARTMENT DETAIL

health and social services, credit, and from City contracts on the basis of race, color, religion, gender, national origin, marital status, familial status, age, disability and sexual orientation in accordance with the provisions of the City's Human Rights Ordinance. The Office of Human Rights is under contract with the U.S. Equal Employment Opportunity Commission (EEOC) to serve as a Fair Employment Practices Agency (FEPA), providing the resolution of EEOC complaints within the City. The contract subsidizes investigation of complaints originating in the City of Alexandria.

The Office of Human Rights also provides training and technical assistance to employers, real estate agents and brokers, and others in such areas as sexual and racial harassment, rental policies and practices, cultural awareness, and the law, especially the Civil Rights Act of 1964, the Age Discrimination in Employment Act, and the Americans with Disabilities Act. The Office and the Human Rights Commission conduct outreach to inform businesses, employees and the general public about rights, responsibilities and the role of the Office and the Commission.

The Disability Resources Coordinator (a position transferred from the Department of Human Services to the Office of Human Rights) addresses the rights of persons with disabilities and their advocacy efforts; conducts legal research and analysis and interprets the impact of disability-related laws and rulings on persons with disabilities; educates the public on the Americans with Disabilities Act; and refers persons with disabilities to the appropriate and available community and legal resources at the local, state, and federal levels. In addition, the Disability Resources Coordinator routinely collaborates with Personnel Services; Housing; Transportation and Environmental Services; Planning and Zoning; Recreation, Parks and Cultural Activities; *JobLink*; and other City departments. The position also staffs the Alexandria Commission on Persons with Disabilities.

INDICATORS AND MEASURES

OBJECTIVES: [Human Rights] To investigate, evaluate the validity of, and resolve complaints that allege violations of federal and City anti-discrimination laws (e.g., the City's Human Rights Ordinance, Title VII of the U.S. Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act (ADEA), and the Americans with Disabilities Act (ADA)).

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of formal complaints filed*	51	64	65	80	80
Number of formal complaints resolved**	102	83	81	100	100
Number of informal complaints received***	1,200	1,000	1,150	1,000	1,000
Number of informal complaints resolved	1,080	900	1,000	1,000	1,000
Monetary compensation to discrimination victims****	\$390,719	\$290,046	\$76,950	\$200,000	\$200,000

* A formal complaint is defined as an actual investigation pertaining to violations of the City's Human Rights Ordinance, Title VII, the ADA, or the ADEA.

** Complaint resolution may span multiple fiscal years.

*** The data for informal complaints reflect the number of complaint questionnaires requested by individuals who believed they were the victims of discrimination. The data also reflect inquiries from the public that do not meet the criteria for a formal complaint.

**** Amounts do not include court awards or settlements received after a right-to-sue notice has been issued by the EEOC and the department's case is closed.

INFORMATION TECHNOLOGY SERVICES

301 King Street, Room 3200 • Alexandria, VA 22314 • 703.838.4950
Mike Herway, Director • mike.herway@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To provide City agencies with reliable information technology services, using the most cost-effective and efficient means available. Information Technology Services (ITS) is responsible for maintaining the City's information infrastructure by providing networked computing services and supporting office automation for all City agencies.

OBJECTIVES:

- To provide information to internal and external customers, regarding services available from the City government by developing a variety of web sites and applications.
 - To upgrade the City's workstation networked environment
 - To provide remote access to the City's network and services for City staff.
 - To provide high speed fiber optic connectivity between City facilities/departments so that information can be shared across networks.
 - To provide first level computer problem (trouble calls) support to City staff computer users.
-

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	4,725,841	5,357,838	5,465,724	
NON-PERSONNEL	2,477,748	1,968,285	2,238,606	
CAPITAL GOODS OUTLAY	16,518	765,000	765,000	
TOTAL EXPENDITURES	<u>7,220,107</u>	<u>8,091,123</u>	<u>8,469,330</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>482,743</u>	<u>765,000</u>	<u>765,000</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>482,743</u>	<u>765,000</u>	<u>765,000</u>	
GENERAL FUND	<u>6,737,364</u>	<u>7,326,123</u>	<u>7,704,330</u>	

PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 5.2%

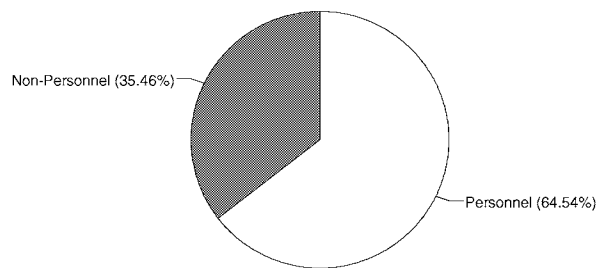
FULL-TIME POSITIONS	57.0	59.0 *	60.0 **
PART-TIME POSITIONS (FTE)	0.5	0.5	0.5
TOTAL AUTHORIZED POSITIONS	57.5	59.5	60.5

* The FY 2006 budget included in lieu of contracting-out, the addition of an E-Government Systems Administrator position and an E-Government Developer position.

** The FY 2007 Proposed budget includes funding for a proposed new Telecommunications Support position.

INFORMATION TECHNOLOGY SERVICES

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget increased by 5.2 percent.
- Personnel - FY 2007 proposed personnel increased by \$107,886 or 2.0 percent. This increase is attributable to the cost of employee merit adjustments and due to a supplemental budget request described below for a new Telecommunications Specialist at a cost of \$63,170. A vacancy factor of 2.8 percent, or \$151,774, was applied to the department.
- Non-Personnel - FY 2007 increase in Non-Personnel is \$270,321, or 13.7 percent. The majority of the increase, \$220,704, is for increased rent for a full year due to a move from City Hall to Tavern Square to relieve overcrowding for other departments in City Hall. For details on this increase please see adjustments to maintain current services and policies and supplemental budget requests described below.
- The Non-Departmental budget reflects a City-wide savings of \$80,000 per year due to the transfer of the City Centrex telephone contract from a City contract to a Commonwealth of Virginia-bid contract.

Adjustments to Maintain Current Services and Policies

- Full-year rent to consolidate the department and move out of City Hall to Tavern Square - \$220,704
- Increased maintenance costs associated with: content management for the web site, imaging software, streaming video, wireless hot zone, and Storage Area Network - \$69,340
- Increased software licensing and maintenance fees for City applications, including Integral Software, Lotus Notes, Veritas and Symantec - \$34,682
- In order to substantially increase Internet capacity, maintain conversion from a T1 line to an upgraded DS3 line - \$7,800

INFORMATION TECHNOLOGY SERVICES

Supplemental Budget Requests

Recommended

- Telecommunication Specialist position \$63,170
This addition of a position will free up the Telecommunications Coordinator to begin to plan and then implement new systems upgrades and the replacement of outdated and overloaded building phone switches.

Not Recommended

- Business Process Analyst \$85,834

Expenditure Reductions

- Efficiencies - in addition to the vacancy factor of \$151,774 mentioned above, the budget was reduced by a total of \$19,600 by discontinuing Linux support, reducing the photocopying budget, eliminating funding for pagers, reducing the outside training budget and reducing the telecommunications hardware budget.
- Software maintenance costs of \$13,150 for the Real Estate Accounts Receivable system (REAR) and \$10,800 for the Treasury Cash Maintenance system were transferred to the Finance Department in FY 2007.

DEPARTMENT DETAIL

The Information Technology Services (ITS) department is responsible for the majority of the City's information technology services operations and infrastructure. The department provides a flexible, responsive and secure strategy for managing change and addressing the City's enterprise-wide information needs within a sophisticated and secure network environment.

Reflecting the critical role of technology and the need for an on-going funding source for IT projects, the City's Capital Improvement Program (CIP) has included Information Technology funding since the FY 1998 - FY 2003 CIP. This portion of the CIP is also presented in a separate document, the six-year Information Technology Plan, and is available from the ITS department and on the City's web site. This plan guides the City's strategic investment in essential technology systems and includes the essential projects necessary to maintain critical systems, and to continue to lay the groundwork and infrastructure necessary for future technological enhancements. For information on the current Information Technology Plan, please refer to the City's FY 2007 - FY 2012 Proposed Capital Improvement Program document.

Major accomplishments of the department since the preparation of the FY 2006 budget include:

- The department launched "Wireless Alexandria," the first free, outdoor wireless Internet zone in the DC metropolitan area.

INFORMATION TECHNOLOGY SERVICES

DEPARTMENT DETAIL

- The City's web site began offering web casts of City Council meetings through streaming video. Now anyone with Internet access can watch the meetings live.
- The E-Government team expanded online tax, ticket, fee and event payments and options, and online registration of personal property.
- The department issued its fifth annual City-wide ITS Customer Satisfaction Survey in conjunction with George Mason University's Enterprise Institute to measure user satisfaction with department services.
- The City's web site servers were installed at a new secure off-site data center. Also in 2005, the department purchased and began implementing its first content management system for the City's web site.
- The I-Net/Operations team began the conversion and upgrade of the City's I-Net hardware from Asynchronous Transfer Mode (ATM) to a newer platform, Gigabit Ethernet.

The ITS Department is composed of three divisions: Administration, Applications and Operations.

Administration Division - provides overall planning, control, and supervision of the functions for which the department is responsible.

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	942,289	1,017,810	1,376,138 *	
<u>FULL-TIME STAFFING</u>	9	6 **	6	
* \$220,704 of this proposed increase is for increased full-year rental costs due to the FY 2006 mid-year move to Tavern Square.				
** Reflects the internal transfer of three positions from Administration to the Applications Division in FY 2006.				

Applications Division - is responsible for troubleshooting and support of production systems, regular maintenance and upgrades to computer applications; and for the design, development, testing, and implementation of new software systems. This Division also includes the E-Government Team, which provides a variety of services to City Council and City departments, including desktop publishing, production of presentation materials, mailing list management and HTML coding of information for the City's web site and Intranet.

INFORMATION TECHNOLOGY SERVICES

DEPARTMENT DETAIL

<u>DIVISION:</u> Applications	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	3,204,167	3,147,900	3,145,368	
<u>FULL-TIME STAFFING</u>	21	26 *	26	
* Reflects the internal transfer of three positions from the Administration Division and the approved supplemental addition of an E-Government System Administrator position and an E-Government Developer position in lieu of continuing to contract out, for a net increase of five positions.				

INDICATORS AND MEASURES

OBJECTIVE: (E-Government Team) To provide information to internal and external customers, regarding services available from the City government by developing a variety of web sites and applications. /1

	<u>Actual</u> <u>FY 2003</u>	<u>Actual</u> <u>FY 2004</u>	<u>Actual</u> <u>FY 2005</u>	<u>Estimated</u> <u>FY 2006</u>	<u>Projected</u> <u>FY 2007</u>
Number of pages of information about City services available on the City's web site	17,311	19,226	20,200	20,750	*
Number of times the City's web site is visited by the public**	1.4 mil	1.7 mil	1.9 mil	2.1 mil	2.3 mil

/1 Data have been changed from previously published documents.

* During FY 2006 the City will implement a content management system, which will result in the consolidation of information in the City's web site. Until the system is implemented, the full extent of the consolidation is unknown.

** A site visit is defined as each unique visit to the web site by an individual. Numbers given in millions.

Operations Division - is responsible for Network and Security Services, including coordinating Alexandria's computer software that runs (on a contract basis) activity on Arlington County's mainframe; managing more than 80 local area network (LAN) file servers located in the Network Center and twenty additional servers at other City facilities; maintaining the City-wide data and telecommunications network including the I-Net, which provides connectivity between the City schools, libraries and major general government facilities; maintaining security on the City's computer systems; and for the installation and maintenance of the City's remote access accounts. This Division is also responsible for the installation and repair of all computer workstations and peripherals, computer user support (Help Desk) and the Computer Training Center. The Help Desk provides rapid response to computer problems for the more than 2,400 City staff computer users and the Training Center is responsible for conducting or coordinating training on the use of computers and software applications for City employees.

<u>DIVISION:</u> Operations	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	2,590,908	3,160,413	3,182,824	
<u>FULL-TIME STAFFING</u>	27	27	28*	
* FY 2007 Proposed funding includes the recommended addition of a Telecommunications Support position.				

INFORMATION TECHNOLOGY SERVICES

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: (Network and Security Services) To upgrade the City's workstation networked environment. /1

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of outdated workstations replaced	571	275	525	268 *	450
Number of workstations connected to a network**	1,885	1,975	2,100	2,300	2,400

/1 Data have been changed from previously published documents.

* In FY 2005 the department changed from a four-year to a five-year replacement cycle.

** The number of workstations connected include State-funded workstations (DHS, MH/MR/SA, Courthouse, and Health Department) as well as City-funded. The total does not include standalone machines (not networked) or mobile data terminals.

OBJECTIVE: (Network and Security Services) To provide remote access to the City's network and services for City staff. /1

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Total number of remote secure application access accounts (Citrix) *	n/a	25	150	300	400
Total number of web email access accounts (Domino Web Access) *	n/a	109	400	450	800

/1 Data have been changed from previously published documents.

* This technology was piloted during FY 2004, and implemented in FY 2005, which accounts for the increase.

OBJECTIVE: (Network and Security Services) To provide Wide Area Network fiber optic connectivity between City facilities/departments so that information can be shared electronically across networks at high speed.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of City buildings or sites directly connected to the I-Net (Institutional Network)	63	74	76	79	81

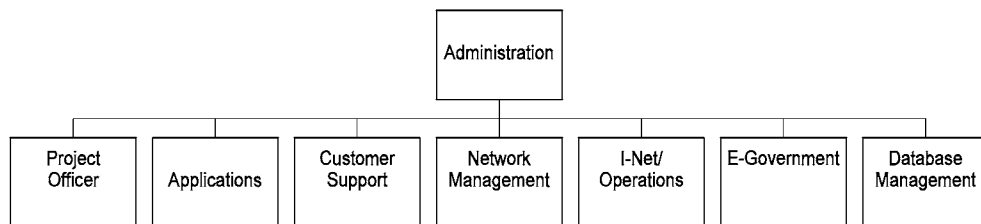
OBJECTIVE: (Customer Services) To provide first level computer problem (trouble calls) support to City staff computer users. /1

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Total number of service calls received *	10,153	10,178	8,263	9,000	9,500
Total number of work requests generated *	n/a	n/a	11,309	12,000	12,500
Total number of work requests resolved without further referral	6,196	5,562	3,868	4,000	4,500
Total number of incident calls opened and closed on the same day	3,420	2,701	1,856	2,000	2,500

/1 Data have been changed from previously published documents.

* Migration from McAfee Help Desk software to the SBD Help Desk software has resulted in differences in the way data is characterized and captured between FY 2004 and FY 2005. For example, a single service call may generate several work requests, a distinction not captured by the previous application.

INFORMATION TECHNOLOGY SERVICES



INTERNAL AUDIT

421 King Street, Suite 302 • Alexandria, VA 22314 • 703.838.4743
Deborah Welch, Internal Auditor II • deborah.welch@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To provide an independent appraisal function to examine and evaluate City programs and activities as a service to City departments and agencies.

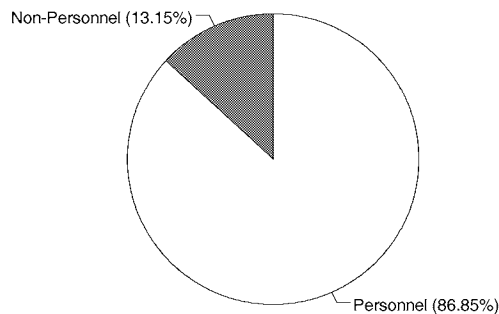
OBJECTIVES:

- To perform financial and compliance audits; efficiency and effectiveness audits; and program results audits of City departments, functions and activities.
-

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	152,733	173,160	181,750	
NON-PERSONNEL	23,793	27,360	27,530	
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>177,184</u>	<u>200,520</u>	<u>209,280</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>177,184</u>	<u>200,520</u>	<u>209,280</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 4.4%				
FULL-TIME POSITIONS	2.0	2.0	2.0	
TOTAL AUTHORIZED POSITIONS	2.0	2.0	2.0	

FY 2007 Proposed Expenditures by Type



INTERNAL AUDIT

City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget increased by 4.4 percent.
- Personnel - FY 2007 proposed personnel increased by \$8,590, or 5.0 percent. This increase is attributable to the cost of employee merit adjustments and health benefit choices.
- Non-Personnel - FY 2007 increase in non-personnel is \$170, or 0.6 percent. This increase is due to adjustments to maintain current services and policies.

Efficiency Reductions

- The budget was reduced by \$200 in printing and binding due to the issuance of reports by e-mail. This has resulted in a decreased need for formal binding of internally prepared reports.

DEPARTMENT DETAIL

The Office of Internal Audit (OIA) provides a service to management that is directed toward (i) improving the economy, efficiency and effectiveness of City programs, activities and functions; (ii) detecting and preventing fraud, waste and abuse; and (iii) ensuring that programs and activities are efficiently and effectively carried out. The results of OIA audits and evaluations are provided to City management as formal reports which include, when appropriate, recommendations for corrective actions and management improvements.

To establish the independence of the internal audit function, the Office reports to the City Manager's Office through the Deputy City Manager. To assure the completeness of audit coverage, the internal audit staff has full, free and unrestricted access to all City activities, records, property and personnel, unless specifically prohibited by law.

INDICATORS AND MEASURES

OBJECTIVE: To perform financial and compliance audits; efficiency and effectiveness audits; and program results audits of City departments, functions and activities.

	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of assignments completed	12	17	14	14
Number of audits contracted out	3	3	2	2

MANAGEMENT AND BUDGET

301 King Street, Room 3630 • Alexandria, VA 22314 • 703.838.4780
Bruce Johnson, Director • bruce.johnson@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To prepare and administer the operating and capital budgets of the City, perform fiscal impact reviews of Council docket items, and conduct special analysis as requested by the City Council or the City Manager.

OBJECTIVES:

- To prepare and administer the Operating Budget and Capital Improvement Program in a manner that assists in achieving the City's strategic plan as well as maintains the present AAA/Aaa bond ratings.
- To administer the budget so that total expenditures do not exceed total appropriations in the current year.
- To project General Fund revenues in a manner consistent with provisions of the City Charter Section 6.05. This section requires that expenditures recommended by the City Manager in the general budget shall not exceed estimated revenues for the current fiscal year, unless property assessments and/or tax rate increases have been approved or proposed for the ensuing fiscal year (see Appendices section for more information).
- To prepare the budget document to meet or exceed established Government Finance Officers Association (GFOA) budgeting standards and receive GFOA's Distinguished Budget Presentation Award.
- To conduct research and analysis in such areas as improving operational efficiencies and cost effectiveness, performance measures, operational structure and processes, and the organization and use of State and federal resources.

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	831,644	878,303	977,520	
NON-PERSONNEL	55,828	137,026	73,361	
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>887,472</u>	<u>1,015,329</u>	<u>1,050,881</u>	
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>887,472</u>	<u>1,015,329</u>	<u>1,050,881</u>	

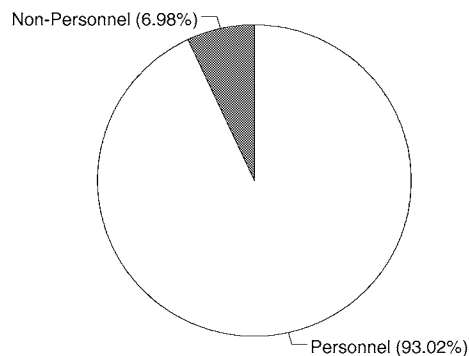
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 3.5%

FULL-TIME POSITIONS	10.0	10.0	11.0 /1
AUTHORIZED OVERHIRES (FULL-TIME)	0.0	1.0 /1	0.0 /1
TOTAL AUTHORIZED POSITIONS	10.0	11.0	11.0

/1 The FY 2006 FTE count reflects the transfer of one overhire position from the City Manager's Office to OMB. In FY 2007, the overhire is converted to a full-time position.

MANAGEMENT AND BUDGET

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 total proposed General Fund budget increases by 3.5 percent.
- Personnel - FY 2007 proposed personnel increased by \$99,217, or 11.3 percent. This increase is attributable to the 1.0 FTE and funding transferred from the City Manager's Office, and to the cost of employee merit adjustments. The personnel costs associated with this position were absorbed in FY 2006, but transferred in FY 2007 (\$75,384). A vacancy factor of 2.0 percent, or \$19,939, has been applied.
- Non-Personnel - FY 2007 decrease in non-personnel is \$63,665, or 46.5 percent. The FY 2006 approved increase to Fees for Professional Services for a consultant to improve the use of performance measures and indicators and help manage consultant performance audit and benchmark studies for other departments is not included in the FY 2007 budget. The cost of this activity will be absorbed by the Non-Departmental budget.

MANAGEMENT AND BUDGET

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: To prepare and administer the Operating Budget and Capital Improvement Program in a manner that assists in achieving the City's strategic plan as well as maintains the present double AAA/Aaa bond ratings.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of capital project tasks initiated	70	85	71	80	80
Maintenance of Aaa and/or AAA bond rating*	Yes	Yes	Yes	Yes	Yes
Percentage of City debt indicators meeting Credit Rating Agency Guidelines*	100%	100%	100%	100%	100%

* Staff responsibility for these measures is shared with the Finance Department; the City has had Aaa/AAA bond ratings since 1992.

OBJECTIVE: To administer the budget so that total expenditures do not exceed total appropriations.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Comprehensive Annual Financial Report indicates fiscal year appropriations in excess of expenditures	Yes	Yes	Yes	Yes	Yes

OBJECTIVE: To prepare the budget document to meet or exceed established Government Finance Officers Association (GFOA) budgeting standards, and to provide additional explanatory information to City Council.

	Actual FY 2003	Actual FY 2004	Actual *	Actual *	Projected FY 2007
GFOA rating - Information not present or does not satisfy	3	7	5	14	10
GFOA rating - Proficient in satisfying criteria	79	82	84	76	80
GFOA rating - Outstanding in satisfying criteria	<u>8</u>	<u>1</u>	<u>4</u>	<u>3</u>	<u>3</u>
TOTAL	90	90	93	93	93
Budget document receipt of the GFOA					
Distinguished Budget Presentation Award	Yes	Yes	Yes	Yes	Yes
Budget Memoranda prepared for City Council	52	48	118	122	100

* Number of categories/questions increased from 29 to 30.

NON-DEPARTMENTAL

PROGRAM DESCRIPTION: This category summarizes expenditures for debt service, cash capital (pay-as-you-go capital project funding), contingent reserves, insurance costs including claims paid where the City is self-insured, City memberships (such as the National League of Cities), City-wide communication and publication costs (such as FYI Alexandria, the annual budget, and Comprehensive Annual Financial Report), and other operating costs and fringe benefits including compensation contingencies for the general salary cost of living adjustment (COLA), projected increases in health insurance premium rates, and projected increases in City-paid health retirement contributions.

DEBT SERVICE

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
GENERAL OBLIGATION DEBT SERVICE	22,682,247	27,714,883	29,459,659	
NORTHERN VIRGINIA TRANSPORTATION DISTRICT BOND DEBT SERVICE	<u>256,070</u>	<u>256,070</u>	<u>256,070</u>	
TOTAL EXPENDITURES	<u>22,938,317</u>	<u>27,970,953</u>	<u>29,715,729</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>22,938,317</u>	<u>27,970,953</u>	<u>29,715,729</u>	

PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 6.2%

Debt Service: In recognition of the City's excellent financial condition, the City's AAA/Aaa credit ratings were most recently reaffirmed on the City's \$54.8 million general obligation bond issue of November, 2004. The City is one of 33 counties and 44 cities across the nation with both an AAA and Aaa rating from Moody's and Standard and Poor's. These bonds were sold at an aggregate true interest cost of 3.927 percent.

The proposed FY 2007 General Fund budget includes \$29.5 million for payment of the City's General Obligation debt. This includes the scheduled repayment of debt existing prior to June 30, 2005, plus \$3.5 million in interest and principal payments for the \$37.5 million in bonds planned to be issued in FY 2006, and \$0.8 million for an interest payment of \$34.3 million in bonds planned to be issued in FY 2007. The detailed bond repayment schedule is included in the proposed FY 2007 - FY 2012 Capital Improvement Program.

In addition to the City's General Obligation debt payments, this account also includes the City's share of debt service for the Northern Virginia Transportation District bonds, in the amount of \$256,070. State authorization for the transportation bonds was approved by the 1998 General Assembly, and bonds were issued in 1999. The City's share of debt service for these bonds is funded from General Fund revenues generated by the right-of-way telecommunications tax, which was also authorized by the 1998 General Assembly.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

CAPITAL PROJECTS (CASH CAPITAL)

<u>TOTAL FINANCIAL RESOURCES</u>	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS> NON-PERSONNEL	28,918,116	18,859,735	12,119,105	
TOTAL EXPENDITURES	<u>28,918,116</u>	<u>18,859,735</u>	<u>12,119,105</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>28,918,116</u>	<u>18,859,735</u>	<u>12,119,105</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED (35.7%)				

Capital Projects (Cash Capital): The FY 2007 capital budget will be financed through a combination of General Obligation Bond proceeds, a General Fund appropriation (cash capital), the appropriation of fund balance monies from prior years designated for capital projects, open space trust fund account transfers, sewer fee collections, bond interest earnings and reallocated prior year balances. The FY 2007 General Fund cash capital budget, in the amount of \$12.1 million, including open space funding, will finance approximately 17.9 percent of the proposed FY 2007 Capital Budget of \$67.6 million. Open space acquisition from 1 cent of the real estate tax designation will total \$2.4 million in FY 2007 (after deduction for the cost of debt service on prior year borrowings for open space). This \$2.4 million amount is included in the \$12.1 million FY 2007 Cash Capital budget.

Other cash funding provides an additional 31.4 percent of the FY 2007 proposed Capital budget. These sources are: designated fund balance derived from prior year surpluses (\$7.4 million), bond interest earnings (\$8.4 million, including \$6.4 million in prior year surplus bond interest earnings), sewer hook up fees and sewer use fees (\$5.4 million transferred from the new self-supporting Sanitary Sewer Enterprise Fund). The remainder of the FY 2007 element of the FY 2007 to FY 2012 Capital Improvement Program will be funded by general obligation bond proceeds (\$34.3 million or 50.7 percent).

Significant additional increases in either pay-as-you-go funding or borrowing for capital projects may be required in future years to help meet planned capital funding needs as well as to keep an appropriate balance between bond and cash capital funding. Otherwise planned expenditures for FY 2008 will need to be reduced or postponed. The proposed CIP contains \$24 million in funding "to be determined" in FY 2008. An increase in pay-as-go financing of this magnitude would not be feasible nor sustainable. However, borrowing significantly more than currently proposed in the CIP for FY 2008 may be constrained by the City's debt policy guidelines. As a result both the level of funding for FY 2008 as well as the debt policy guidelines will need to be analyzed and reviewed prior to the FY 2008 CIP preparation. The complete capital improvement funding program may be found in the Proposed Capital Improvement Program document.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

CONTINGENT RESERVES

<u>TOTAL FINANCIAL RESOURCES</u>	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS> NON-PERSONNEL	25,000	376,500	376,500	
TOTAL EXPENDITURES	<u>0</u>	<u>376,500</u>	<u>376,500</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>25,000</u>	<u>376,500</u>	<u>376,500</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 0.0%				

Contingent Reserves: Monies budgeted in the contingent reserves account can only be expended after specific action by City Council to allocate, transfer to and appropriate these monies to other accounts.

The FY 2007 contingent reserves account includes a total of \$376,500, to address general contingencies, which is less than 0.1 percent of the proposed FY 2007 General Fund budget.

- \$80,000 of this amount is designated in the contingent reserves for the Urban Forestry Plan, to fund a full-time Horticultural Assistant position with benefits (\$60,000) and additional seasonal employees (\$20,000) to maintain tree inventory, develop tree and landscape management plans as well as coordinate tree maintenance initiatives pending Council review and approval of an Urban Forestry plan; also
- an amount of \$74,584 is designated in contingent reserves to fund a full-time Before/After School Project Curriculum Specialist, pending Council review and approval of possible changes to the Before/After School program for elementary school students.

The FY 2006 approved budget initial contingent reserve level of \$376,500 has been reduced to \$313,000 through the following City Council actions subsequent to the FY 2006 budget adoption:

- \$63,500 to provide a one-time emergency funding for Community Lodgings, Incorporated due to an operating budget shortfall.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

INSURANCE, CITY MEMBERSHIPS, CITY-WIDE COMMUNICATIONS/PUBLICATIONS, OTHER OPERATING EXPENSES AND FRINGE BENEFITS INCLUDING COMPENSATION CONTINGENCIES

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 * PROPOSED	FY 2007 APPROVED
TOTAL EXPENDITURES	<u>10,705,878</u>	<u>16,131,224</u>	<u>28,973,791</u>	
SPECIAL REVENUE AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	
GENERAL FUND	<u>10,705,878</u>	<u>16,131,224</u>	<u>28,973,791</u>	
LESS ALLOWANCE FOR COMPENSATION CONTINGENCIES	<u>6,727,660</u>	<u>6,184,110</u>	<u>17,471,000</u>	
TOTAL	<u>3,978,218</u>	<u>9,947,114</u>	<u>11,502,791</u>	

PERCENT CHANGE (LESS ALLOWANCE FOR COMPENSATION CONTINGENCIES) FY 2006 TO FY 2007 PROPOSED 18.4%

* The FY 2007 proposed budget includes \$5,700,000 for the proposed 3.0 percent general salary adjustment (COLA) for City employees and the \$8.167 million increase in the City's share of health (\$2,699,197), life (\$180,000) and the Virginia Retirement System plan (\$5,288,568) costs for current City employees. The FY 2007 budget also includes \$3.326 million for implementation of the public safety employees pay benchmark study results. Based on Council's action in approving the budget, these monies will be transferred to individual agency budgets in the FY 2007 Approved budget.

Insurance

The total FY 2007 proposed insurance budget is \$4,799,600. In lieu of purchasing insurance for all potential risks, the City is self-insured for some risks. This account provides monies for payment of workers' compensation claims, claims adjustments, the current cost of health insurance for City retirees, pension plans administrative fees, and insurance policies held by the City. Costs in this category are increasing \$711,087, or 16.4 percent, for such items as retired employees group health insurance (\$404,598) and general liability insurance (\$18,602). The retiree health insurance increase has two elements: increased enrollment expected in FY 2007 as well as higher costs in FY 2006 than budgeted.

City Memberships

The City membership account includes a total of \$347,718 for City-wide memberships including the National League of Cities, the U.S. Conference of Mayors, the Virginia Municipal League, the Virginia Institute of Government, the Virginia Innovations Group, the Northern Virginia Regional Commission, the Northern Virginia Transportation Commission, the ICMA Performance Measures Consortium, as well as funding for the Sister Cities and USS Alexandria committees. The cost of City memberships are increasing by \$58,514, or 20.2 percent. This increase is mostly attributable to \$50,000 in supplemental funding for a proposed Sister Cities youth conference to be held in Alexandria in April 2007. Private fundraising of \$40,000 is also contemplated. This weekend event will bring high school youth from cities in Europe to Alexandria to provide a structured learning experience and social activities for these high school students.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

City-wide Communications/Publications

The City communications/publications account includes a total of \$251,950 (an increase of 33.2 percent) for the production costs (i.e. printing, overtime) and distribution costs of four City-wide publications: the Annual Report; the Proposed and Approved Budget documents; the Comprehensive Annual Financial Report (CAFR); and the FYI Alexandria community newsletter. This account also includes funding for the City Academy (\$5,000). The increase is mostly attributable to \$50,000 budgeted for a City resident survey to be conducted in FY 2007. It was last conducted in FY 2005.

Other Operating Expenses and Fringe Benefits

This account includes compensation contingents that will be allocated to City departments after City Council budget decisions. These include:

- Cost-of-living adjustments (COLA) contingent of \$5.7 million to finance a 3.0 percent COLA for City employees. The proposed transfer in the FY 2007 City's budget to the School Operating Fund includes sufficient funding (\$3.9 million) for a 3.0 percent COLA for School employees.
- Health Insurance contingent for City employees and retirees is budgeted at \$3.0 million which reflects an expectation that the City's cost of providing health insurance to its employees and retirees is estimated to increase by that amount. Based on preliminary data, City health insurance premiums for the employee plans are expected to increase over 17 percent on average in FY 2007. The retiree health insurance maximum reimbursement rate is proposed to increase at an amount to be determined from the current maximum of \$3,120 per year.
- Public Safety Employees Pay Benchmark Impact - The FY 2007 budget includes \$3.3 million for salary and related benefit adjustments in order to implement the results of the public safety employees benchmark study that began in FY 2006. City Council previously appropriated \$3.0 million in FY 2006 for this purpose, so the net increase in FY 2007 over the FY 2006 adjusted budget is \$0.3 million.
- General Employee Retirement Plans - Based on actuarial studies and the Virginia Retirement System (VRS) proposed rates, the proposed FY 2007 budget reflects increased funding of \$5.3 million for the City's contribution to the VRS plan.
- Based on actuarial analysis, the employer share of funding for the City Supplemental Retirement has increased by 0.07 percent to 5.32 percent, from 5.25 percent in FY 2006. This results in a \$0.3 million increase in costs which have been budgeted in individual departmental budgets for FY 2007.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

Other Operating Expenses and Fringe Benefits

- The City's annual payment for the old public safety pension plan, which was closed to new members in 1979 (\$1,500,000 up from \$1,058,000). Based on an actuarial analysis, this increase is necessary to get the plan fully funded.

The proposed budget for an Affordable Home Ownership Preservation Tax Grants program includes an allowance of \$725,000 (\$650,000 for grants and \$75,000 for administrative costs. The budget for administrative costs is decreased by \$25,000 to reflect actual expenditure trends).

The remaining amount is for a variety of recurring operating costs, including:

- Consultant studies to carry out City Council's land use planning priorities (\$570,000).
- Investment and financial consultant and new banking fee costs (\$499,500, up from \$333,000).
- The fixed-end maintenance costs associated with the radio system that serves all City public safety and general government agencies (\$497,549, up from \$274,452). This reflects the installation of new 800 MHZ broadcasting system in mid-FY 2006.
- ADA Compliance-related accommodations (\$75,000).
- Consultant studies for Transportation to assist in area planning and in comprehensive transportation policy and planning efforts (\$20,000).
- Environmental studies related to the Mirant power plant (\$50,000).
- Legal costs related to the Mirant power plant (\$600,000).
- Temporary staff due to work associated with the Woodrow Wilson bridge reviews and impacts (\$50,000).
- Cable broadcasting costs (\$30,500) of the Board of Architectural Review Meetings.
- The City's share of the 3rd annual Festival of the Arts (\$25,000).
- The rebate of Waste-to-Energy plant property taxes, as per the Waste Disposal Trust Fund Agreement between Alexandria and Arlington County, dated October 1, 1985, is budgeted to fund the mandated deposit to the joint Alexandria and Arlington Waste-to-Energy Trust Fund, which is used to help cover certain Waste-to-Energy plant operating and capital costs (\$650,000).

NON-DEPARTMENTAL

BUDGET DESCRIPTION

Other Operating Expenses and Fringe Benefits

- Gang Prevention Unit initiatives funding (\$15,000, up from \$5,000).
- First Night Alexandria (\$25,000).
- Increased costs for utilities totaling \$298,000, including electricity (\$110,000) and natural gas (\$188,000). This cost estimate will be reviewed and updated again prior to Council's adoption of the budget and distributed to the departments.
- New funding budgeted for a review and possible update of the City's Strategic Plan (\$40,000).
- Telecommunication cost savings (\$80,000) reflecting a switch of City Centrex services to a State contract.
- A reduction in costs for summer interns (\$42,900), from \$73,000 in FY 2006 to \$30,100 in FY 2007.

To help the City's elderly, disabled and low income residents continue to live in Alexandria, the proposed FY 2007 rebate budget includes a total of \$275,000 (increased by \$85,000, or 44.7 percent) for senior citizen rent relief¹. This amount has been transferred to the FY 2007 proposed budget for the Department of Human Services.

1

Senior Citizen and Disabled Real Estate Tax Relief, formerly a budgeted expenditure item, starting in FY 2002 has been budgeted as a credit (or deduction) to real estate tax revenues. The amount budgeted as a deduction from revenues for FY 2007 is \$3,200,000 which reflects the reduction in the real estate tax rate of 6.8 cents per \$100 assessed valuation; and City Council actions in CY 2001 and CY 2002 in increasing income eligibility and benefit levels for tax relief, as well as changing benefit levels to exempting 100%/50%/25% of real estate tax bills. As a result, as tax assessments rise and tax rates change, so does the amount of relief which needs to be budgeted.

OFFICE ON WOMEN

421 King Street, Suite 400 • Alexandria, VA 22314 • 703.838.5030

Lisa Baker, Director • lisa.baker@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To provide comprehensive services to survivors of domestic violence and sexual assault and their families, including advocacy, resources, support groups and individual crisis counseling for survivors and their families; to provide community education, prevention and awareness activities on issues relevant to women and girls; and to provide mentoring to adolescents so that they may avoid engaging in risky behaviors.

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	1,289,238	1,379,481	1,389,048	
NON-PERSONNEL	278,534	281,093	273,718	
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>1,567,772</u>	<u>1,660,574</u>	<u>1,662,766</u>	
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>426,625</u>	<u>391,813</u> *	<u>372,383</u> **	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>426,625</u>	<u>391,813</u> *	<u>372,383</u> **	
GENERAL FUND	<u>1,141,147</u>	<u>1,268,761</u>	<u>1,290,383</u>	

PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 1.7%

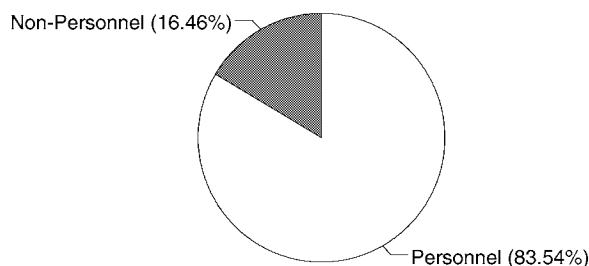
FULL-TIME POSITIONS	19	18 ***	18
PART-TIME POSITIONS (FTE)	0.5	1.5 ***	1.5
TOTAL AUTHORIZED POSITIONS	19.5	19.5	19.5

* FY 2006 Special Revenue includes \$321,431 in federal aid, 45,907 in State aid, and \$24,475 in gifts and donations.

** FY 2007 Special Revenue includes \$280,802 in federal aid, \$64,576 in State aid, and \$27,005 in gifts and donations.

*** FY 2006 Approved FTE count has been revised to reflect actual FTE count of full-time vs. part-time.

FY 2007 Proposed Expenditures by Type



OFFICE ON WOMEN

City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget increased by 1.7 percent.
- Personnel - FY 2007 proposed personnel increased by \$9,567, or 0.7 percent. This increase is attributable to the cost of supplemental budget requests described below. A vacancy factor of 2.0 percent, or \$22,055, has been applied.
- Non-Personnel - FY 2007 decrease in non-personnel is \$7,375, or 2.6 percent. This decrease is attributable to the decreased need for funding for the needs assessment research due to its expected completion in FY 2006.

Adjustments to Maintain Current Services and Policies

- \$1,600 in increased funds to provide for the cost of shift differential for evening and overnight Shelter Supervisors for the Domestic Violence Program.

Supplemental Budget Requests

Recommended

- Virginia Department of Health Grant Replacement \$18,000
This request will partially replace funds lost due to the non-renewal of a grant from the Virginia Department of Health and fund the Community Outreach Specialist for the Sexual Assault Response and Awareness (SARA) program. This position provides outreach and education services to the City's youth to prevent sexual assault.

DETAIL BY DIVISION

The Office on Women, with support from the Commission for Women, serves as an advocate for the women of Alexandria and offers programs to assist women in gaining access to opportunities and services. Special events coordinated by the Office on Women in Fiscal Year 2005 included the *Walk to Fight Breast Cancer*, *Take Our Daughters to Work Day*, the first annual *Teen Summit*, and assistance with the Commission's annual *Salute to Women Awards Banquet*. Services provided by the Office on Women include: two 24-hour crisis intervention programs - the Domestic Violence Program and the Sexual Assault Response and Awareness (SARA) Program; Project STEPOUT/MANHOOD, a mentoring program for adolescents; the Alexandria Campaign on Adolescent Pregnancy (ACAP), which serves to guide a City-wide effort to prevent adolescent pregnancy and promote positive youth development; and employment support services. Community awareness and prevention education are major components of all programs of the Office on Women.

OFFICE ON WOMEN

DETAIL BY DIVISION

Project STEPOUT seeks to assist adolescent girls to establish personal, educational, and career goals. The program also includes Project MANHOOD for boys, teen clubs, and a group for Hispanic teens. The goals of the programs are to help the youth remain in school, to improve their grades and to reduce the incidence of teen pregnancies by underscoring how the decisions they make now will impact their adult lives.

Community education activities incorporate all of the programs of the Office on Women and address such issues as domestic violence, sexual assault, sexual harassment, conflict management, and safety tips. Staff and a volunteer-based Speaker's Bureau provide presentations to City employees, students at both public and private schools, civic and community groups, businesses and the religious community. Additionally, the Community Education Program provides Rape Aggression Defense (RAD) training, a self defense program designed specifically for women, several times a year to individual residents and to various community groups.

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
Total Expenditures	313,657	332,223	332,661	
<u>FULL-TIME STAFFING</u>	4	4	4	

The Domestic Violence Program provides 24-hour crisis intervention and counseling services for victims of domestic violence; assists victims with criminal and/or civil court processes; operates the Battered Women's Shelter as a safe house for battered women and their children; provides follow-up counseling as well as assistance to women and men involved in abusive relationships; and conducts support groups for women.

Through a grant provided by the Virginia Department of Social Services, the Office on Women also provides targeted outreach and education to the City's Spanish-speaking residents and counseling to children in homes where family violence occurs.

<u>DIVISION:</u> Domestic Violence Program	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
Total Expenditures	851,624	902,035	903,226	
<u>FULL-TIME STAFFING</u>	10	9 *	9	
* FY 2006 Approved FTE count has been revised to reflect actual FTE count of full-time vs. part-time.				

The Sexual Assault Response and Awareness (SARA) Program uses trained volunteers, including bilingual volunteers, along with staff, to provide 24-hour crisis intervention services for survivors of sexual assault and their families and to accompany victims to police

OFFICE ON WOMEN

DETAIL BY DIVISION

interviews, the hospital and to all court proceedings. The program also provides follow-up counseling to women, men and children; group counseling for victims of sexual assault and adult survivors of incest; and a support group for partners of survivors of sexual assault. Grant funding provides monies for outreach and education services directed toward the City's Spanish-speaking residents and to adolescents to prevent sexual assault.

<u>DIVISION:</u> SARA	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
Total Expenditures	402,491	426,316	426,879	
<u>FULL-TIME STAFFING</u>	5	5	5	

The Alexandria Campaign on Adolescent Pregnancy (ACAP) is a coalition of interested residents, City agencies, and community groups dedicated to reducing pregnancies among adolescents in Alexandria. ACAP is founded on the belief that parents, families, adolescents, community groups, City and community agencies, and individual residents play a role in preventing adolescent pregnancy. Through collaborative efforts, ACAP focuses on positive, holistic solutions that help adolescents follow their dreams. Adolescent pregnancy is a problem that can be reversed through personal empowerment, self-respect, and sustained collective efforts of the Alexandria community.

This program is operated by the Office on Women and funded through the Non-departmental budget.

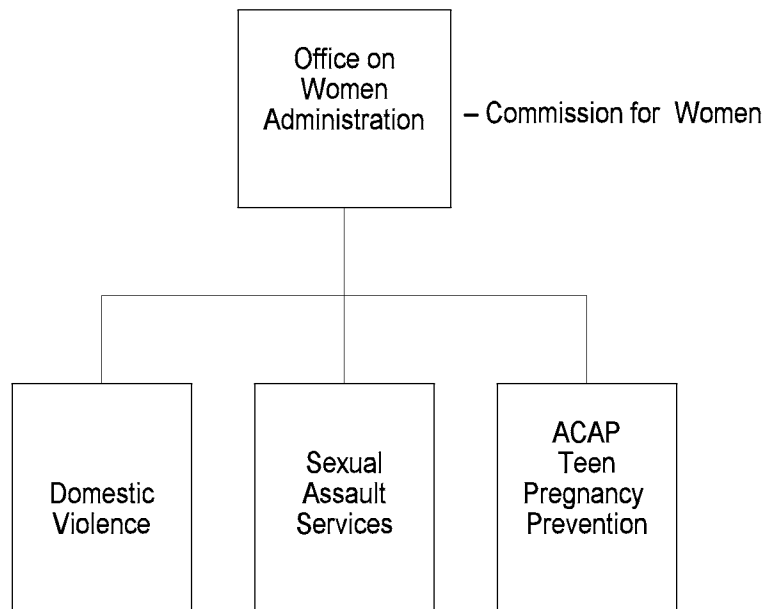
INDICATORS AND MEASURES

OBJECTIVE: [Office on Women] To provide comprehensive services to survivors of domestic violence and sexual assault and their families, including support groups and individual counseling for survivors and their families; to provide community education, prevention and awareness activities on issues relevant to women; and to provide mentoring to adolescents.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of women and children housed in the Battered Women's Shelter	113	128	129	135	140
Number of data advocacy (with client and in court) hours	5,298	4,798	5,040	5,100	5,150
Number of domestic violence group sessions	150	150	180	180	180
Number of domestic violence group attendance*	446	417	1,066	1,075	1,090
Number of police referrals to Domestic Violence Program	811	832	856	850	850
Number of assault survivors served by the Sexual Assault Response & Awareness Program	710	710	715	720	725
Hotline calls received (domestic and sexual assault)	4,326	4,390	3,271	3,300	3,350
Number of therapy and support group sessions provided by the SARA Program	609	610	600	600	600
Number of community presentations	302	310	308	310	315
Number of Project STEPOUT/MANHOOD participants	83	85	95	95	100
Number of brochures and giveaways on adolescent pregnancy prevention distributed	15,000	20,000	12,000	12,000	12,000

* Number increased due to the addition of a second Hispanic support group and an increase in participants in the "Violence Free Living" program in jail for inmates.

OFFICE ON WOMEN



PERSONNEL SERVICES

301 King Street, Room 2510 • Alexandria, VA 22314 • 703.838.4425
Henry Howard, Director • henry.howard@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To provide and maintain a highly motivated work force equipped with the skills required to deliver high quality and cost-effective services to the residents of the City of Alexandria.

OBJECTIVES:

- To recruit, evaluate and refer qualified persons to fill City positions.
- To provide training and organizational development programs for City employees.
- To respond in a timely and efficient manner to employee and retiree telephone and walk-in inquiries and requests regarding benefits, compensation and personnel policy.
- To provide classification and compensation services to City agencies in a timely and effective manner.

TOTAL FINANCIAL RESOURCES

	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	1,824,929	2,086,444	2,186,080	
NON-PERSONNEL	650,981	773,719	779,032	
CAPITAL GOODS OUTLAY	<u>28,631</u>	<u>0</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>2,504,541</u>	<u>2,860,163</u>	<u>2,965,112</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>2,000</u>	<u>6,000</u>	<u>6,000</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>2,000</u>	<u>6,000</u>	<u>6,000</u>	
GENERAL FUND	<u>2,502,541</u>	<u>2,854,163</u>	<u>2,959,112</u>	

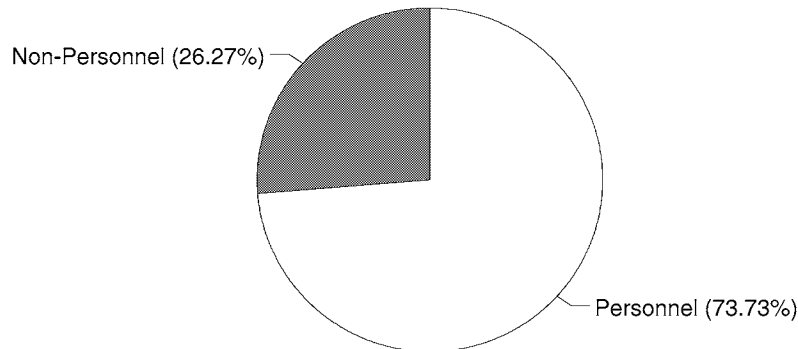
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 3.7%

FULL-TIME POSITIONS	22.0	23.0*	23.0
PART-TIME POSITIONS (FTE)	1.33	0.58	0.58
AUTHORIZED OVERHIRES (FULL-TIME)	1.0	1.0	1.0
TOTAL AUTHORIZED POSITIONS	24.33	24.58	24.58

* Reflects the conversion of one part-time (0.75 FTE) Personnel Clerk I position to a full-time position, to provide additional administrative support in the Benefits and Records Division.

PERSONNEL SERVICES

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed General Fund budget increased by 3.7 percent.
- Personnel - FY 2007 proposed personnel increased by \$99,636, or 4.8 percent. This increase is attributable to the cost of department-wide, grade, step and merit adjustments for employees in FY 2007. A vacancy factor of 3.71 percent, or \$83,201, has been applied.
- Non-Personnel - FY 2007 increase in non-personnel is \$5,313, or less than one percent.

Supplemental Budget Requests

Not Recommended

The City Manager has deferred action on the following three supplemental requests until the City's Continuous Improvement Team has completed its review of City-wide personnel related issues.

- To convert two full-time temporary Personnel Assistant positions, one in the Employment Division, and one in the Employee Relations and Training Division, to permanent status. The cost of these positions (\$116,412) will be partially offset by a reduction in costs for temporary services. The temporary services budget will be eliminated.
- To convert a part-time (0.58 FTE) Personnel Technician position in the Classification Division to full-time status - \$19,368
- To fund an employee referral program to help make the City employee recruiting process more efficient - \$15,000

PERSONNEL SERVICES

Expenditure Reductions

Efficiencies - Expenditure savings of \$22,000 are included in the above mentioned vacancy savings of \$83,201. The Personnel Department has increased its total vacancy factor from 2.73 percent, or \$61,201, to 3.71 percent, or \$83,201, to reflect expected vacancy savings in FY 2007.

DETAIL BY DIVISION

The Personnel Services Department provides comprehensive personnel services for City departments and agencies in the areas of Employment and Testing, Employee Relations and Training, Classification and Compensation, and Employee Benefits.

The Administrative Division of the Personnel Services Department develops and administers the City's personnel policies, provides guidance on and interpretation of personnel policies for City employees, and ensures City-wide compliance with federal, State and local laws such as the Family and Medical Leave Act, the Americans with Disabilities Act, and the Commercial Motor Vehicle Safety Act.

The Division is responsible for administering the Employee Education and Tuition Assistance Program. This program was established by City Council in FY 1998, and the tuition reimbursement policies are based upon a review of the City's comparator jurisdictions as outlined in the City's Compensation Philosophy. The program was designed to assist employees with the costs of participating in job related courses and college level course work. This benefit enables employees to advance in their career goals with the City and also improve their work skills.

In FY 2005, a total of 275 employees applied for and were eligible for Tuition Assistance funding as compared to 223 employees in FY 2004 and 279 in FY 2003. This reflects the stability of the employee participation rate in the Tuition Assistance Program.

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	728,716	831,105 *	861,666	
<u>FULL-TIME STAFFING</u>	6	6	6	
* Funding includes a total budget amount of \$172,000 for the Tuition Reimbursement Program, \$50,000 of which was transferred from the Non-Departmental budget to the Personnel Department's budget in FY 2006. Funding also includes an adjustment for increased costs associated with employee fitness for duty and medical exams (\$15,000); the approved supplemental requests for recruitment costs (\$25,000) and Employee Service Awards (\$20,000); partially offset by a vacancy factor (\$55,543) and an efficiency-based reduction (\$5,577).				

The Employment and Testing Services Division provides recruitment and selection services, collects and reports affirmative action data, and administers promotional testing for public safety positions. The workload of the Employment and Testing Services Division is impacted by the City's turnover rate and the labor market in the greater Washington metropolitan area.

PERSONNEL SERVICES

DETAIL BY DIVISION

DIVISION: Employment	ACTUAL FY 2005	APPROVED FY 2006	PROPOSED FY 2007	APPROVED FY 2007
General Fund Expenditures	409,841	467,426	484,613	
FULL-TIME STAFFING*	5	5	5	
* Total position count excludes one overhire Division Chief of Special Services.				

INDICATORS AND MEASURES

OBJECTIVE: [Employment and Testing Services] To recruit, evaluate and refer qualified persons to fill City positions.

	Actual FY 2004	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Average number of working days between closing date for promotional and outside applicants and referral of certified applicants to department	11.5	6.0 *	9.0	8.0	8.0

* Newly established guidelines requiring certification of applications within 7 to 10 days of closing date.

The Employee Relations and Training Division provides training and development opportunities for City employees, including internet training for leadership and managerial skills and legal responsibilities in the workplace, to help improve the delivery of services to the citizens of Alexandria, and to enhance their careers. The Division administers the Lori Godwin Public Service Learning Award. This program, created in memory of Lori Godwin, Assistant City Manager, 2002, awards eligible City employees up to \$15,000 for intensive non-degree study programs that focus on enhancing leadership and management skills, or in a particular field pertinent to local government. The Division also administers the George Mason University Master of Public Administration, a two year program where selected employees receive City support through 100% tuition assistance and administrative leave for a half-day to attend classes. The Mann Educational Trust Fund, established by former Mayor Frank Mann, provides approximately \$6,000 a year in additional funds for City employee training. The Employee Relations and Training Division also ensures that the City's disciplinary and grievance procedures are properly applied, and that personnel policies and procedures are followed. The Division also has co-responsibility with the Office of Human Rights for the City-wide Mediation Program. In addition, the Division maintains the City Employee Handbook (in print and on CityNet) and the City-wide training catalogue and brochure.

PERSONNEL SERVICES

DETAIL BY DIVISION

<u>DIVISION:</u> Employee Relations	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	591,916	675,084 *	699,907	
<u>FULL-TIME STAFFING</u>	3	3	3	
* Funding includes a total budget amount of \$150,640 for City-wide Training, 50,000 of which was transferred from the Non-Departmental budget to the Personnel Department's budget in FY 2006; partially offset by an efficiency-based reduction of \$6,000. Funding also includes the approved FY 2006 supplemental request for the Employee Wellness Program (\$75,000).				

INDICATORS AND MEASURES

OBJECTIVE: [Employee Relations and Training] To provide training and organizational development programs for City employees.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of employees attending training	2,150	2,041	2,173	2,573**	2,900
Average rating by training participants on class evaluation forms*	4.5	4.6	4.7	4.7	4.7

* Based on a scale of 1 to 5 with 5 being the highest.

** Anticipated increase is attributable to additional training available online for employees in FY 2006 and forward.

The Benefits/Systems Division provides salary and fringe benefit administration, manages the City's personnel/payroll (AHRMIS) systems, maintains employee personnel files, coordinates the City's insurance programs, ensures compliance with federal, State and local laws governing benefits, issues employee ID cards and provides new employee orientation classes and exit interviews for City employees.

<u>DIVISION:</u> Benefits and Systems	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	479,203	546,534 *	566,630	
<u>FULL-TIME STAFFING</u>	5	6 *	6	
* Includes the approved supplemental request to convert a Personnel Clerk I position from part-time to full-time (\$14,624).				

PERSONNEL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Benefits/Systems] To respond in a timely and efficient manner to employee and retiree telephone and walk-in inquiries and requests regarding benefits, compensation and personnel policy.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of telephone/walk-in inquiries per week *	307	317	323	350	375
Percent of telephone/walk-in issues resolved within 5 working days	92%	92%	92%	92%	92%

* The increase in the number of telephone and walk-in inquiries for each week beginning in FY 2004 is due to increased retirement inquiries and changes in the Medicare prescription drug benefits program (Medicare Part D) .

The Classification and Compensation Division develops and maintains the City's classification system and pay plans, conducts salary surveys, and oversees compliance with federal, State and local laws governing wages and hours of work. When a position's duties change substantially due to an approved departmental reorganization, Council action or as a result of federal or State mandates, the Classification and Compensation Division conducts an analysis to determine the proper classification and pay grade for the position.

<u>DIVISION:</u> Classification	<u>ACTUAL</u> <u>FY 2005</u>	<u>APPROVED</u> <u>FY 2006</u>	<u>PROPOSED</u> <u>FY 2007</u>	<u>APPROVED</u> <u>FY 2007</u>
General Fund Expenditures	292,865	334,014	346,296	
<u>FULL-TIME STAFFING</u>	3	3	3	

INDICATORS AND MEASURES

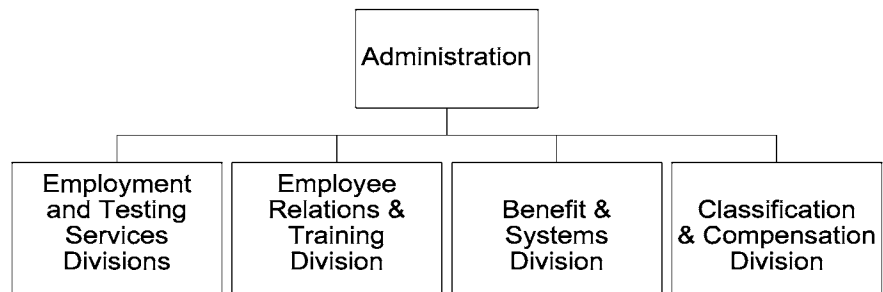
OBJECTIVE: [Classification and Compensation] To provide classification and compensation services to City agencies in a timely and effective manner.

	Actual FY 2003	Actual FY 2004	Actual FY 2005	Estimated FY 2006	Projected FY 2007
Number of classification reviews completed	82	331 *	115	150 **	175 **
Percentage of classification reviews analyzed and implemented within six months of receipt	100 %	100 %	100 %	100 %	100 %

* Increase in FY 2004 is attributable to a completed review of all 172 positions in the Alexandria Library System; also, a completed review of all the positions in both the Clerk of the Circuit Court (23) and the Adult Probation and Parole Office (21) as directed by the City Council.

** Estimated number assumes that a department or a large division may request a review of all positions as has been the case in previous years.

PERSONNEL SERVICES



REAL ESTATE ASSESSMENTS

301 King Street, Room 2600 • Alexandria, VA 22314 • 703.838.4575
Cynthia A. Smith-Page, Real Estate Assessor • cindy.smith-page@alexandriava.gov

GOALS, FUNCTIONS & RESPONSIBILITIES: To assess all real property within the corporate boundaries of the City of Alexandria in a uniform and equitable manner, and to inform and educate the public on pertinent real estate issues.

OBJECTIVES:

- To annually assess every parcel of real estate within 100 percent of its estimated fair market value and to notify property owners of the results of the assessments.
 - To assist property owners with understanding assessments; to provide avenues for appeal through the Department, the Board of Equalization and the Courts; and to assist the Board of Equalization and the City Attorney's Office with appeals.
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TOTAL FINANCIAL RESOURCES

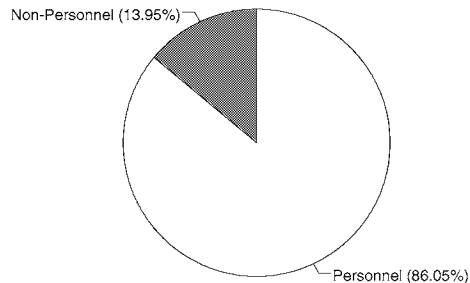
	FY 2005 ACTUAL	FY 2006 APPROVED	FY 2007 PROPOSED	FY 2007 APPROVED
EXPENDITURES <ALL FUNDS>				
PERSONNEL	910,304	1,077,942	1,213,327	
NON-PERSONNEL	90,681	180,225	196,733	
CAPITAL GOODS OUTLAY	<u>3,247</u>	<u>13,000</u>	<u>0</u>	
TOTAL EXPENDITURES	<u>1,004,232</u>	<u>1,271,167</u>	<u>1,410,060</u>	
SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>3,000</u>	<u>0</u>	
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>3,000</u>	<u>0</u>	
GENERAL FUND	<u>1,004,232</u>	<u>1,268,167</u>	<u>1,410,060</u>	
PERCENT CHANGE GENERAL FUND - FY 2006 TO FY 2007 PROPOSED 11.2%				
FULL-TIME POSITIONS	13.0	14.0	15.0	
PART-TIME POSITIONS (FTE)	0.0	0.0	0.0	
TOTAL AUTHORIZED POSITIONS	13.0	14.0 *	15.0 **	

* Reflects the conversion of a part-time Account Clerk III to full-time.

** Reflects the recommended addition of a Real Estate Assessment Data Analyst position.

REAL ESTATE ASSESSMENTS

FY 2007 Proposed Expenditures by Type



City Manager Proposed

Overview

- Total - FY 2007 proposed total General Fund budget increased by 11.2 percent.
- Personnel - FY 2007 proposed personnel increased by \$135,385, or 12.6 percent. This increase is attributable to the cost of employee merit adjustments and by the addition of one Appraiser Statistician/Model Builder supplemental budget request described below. A vacancy factor of 1.5 percent, or \$16,587, has been applied.
- Non-Personnel - FY 2007 increase in non-personnel is \$16,508, or 9.2 percent. This increase is attributable to the recommended per meeting increase in compensation for the Board of Equalization (see below).

Supplemental Budget Requests

Recommended

- Appraiser Statistician/Model Builder (1 FTE) \$79,841
This position will utilize the new Computer Assisted Mass Appraisal (CAMA) system to report base assessment data and quantify changes in assessments throughout the calendar year to residents, elected officials, and other City departments. It would also perform analyses of the real property data maintained by the new CAMA system by creating valuation models to assist in the appraisal of real property. This will produce more accurate assessments in areas where the market impact on the value of specific property variables can be determined (i.e. condominiums). Using market models, and employment quantitative tools and methods, this position would allow for greater ability to report information accurately by area and type and will provide for the assessed value to be more detailed and fair and equitable with even distribution within and between classes of property.

REAL ESTATE ASSESSMENTS

Supplemental Budget Requests

Recommended (Continued)

- Board of Equalization (BOE) Pay Increase \$12,000
This request will increase the amount earned by board members from \$100 to \$140 per meeting. The current rate of \$100 is among the lowest in the Northern Virginia region. The increase will assist the City in attracting and retaining qualified individuals to serve on the BOE, which plays a critical role in the tax assessment process. Property owners are required to go to the Board of Equalization before they can file litigation with the Circuit Court.

DEPARTMENT DETAIL

The Department of Real Estate Assessments annually provides estimates, for assessment purposes, of the fair market value of all real property within the City. The Department notifies property owners of current assessed values and helps property owners to understand the nature of the assessment change, the reasons for the change and the avenues available for administrative review and appeal. There are three levels of appeal: first, to the Department of Real Estate Assessments; second, to the Board of Equalization and Assessment Review; and third, to the Circuit Court of Alexandria. In Calendar Year (CY) 2005, the Department assessed 40,130 parcels and processed 498 administrative reviews.

INDICATORS AND MEASURES

OBJECTIVE: [Real Estate Assessments] To annually assess every parcel of real estate within the City at 100 percent of its estimated fair market value and to notify property owners of the results of the assessments.

	Actual CY 2003	Actual CY 2004	Actual CY 2005	Estimated CY 2006	Projected CY 2007
Number of assessable parcels - residential*	36,116	36,629	36,830	40,800	43,800
Number of assessable parcels - commercial/ industrial*	<u>3,312</u>	<u>3,225</u>	<u>3,300</u>	<u>3,200</u>	<u>3,100</u>
Number of assessable parcels - total	39,428	39,854	40,130	44,000	46,900
Assessment/Sales Ratio **	75.0%	78.0%	82.0%	85.0%	85.0%
Number of assessable parcels per appraiser	5,633	5,693	5,733	5,500	5,863

* The number of parcels reflects condominium conversions, subdividing, consolidating and reclassifying parcels.

** The 2003 through 2005 data are based on locally compiled information. The ratio will tend to decrease when real estate markets are appreciating quickly and increase as market appreciation begins to slow.

The Department of Real Estate Assessments also provides information to the Board of Equalization and Assessment Review and assists the City Attorney in the preparation of court cases involving real estate assessments. The Board of Equalization and Assessment Review is a five member board that has the authority to adjust real property assessments. Three members are appointed by the Circuit Court and two members are appointed by City Council. In CY 2005, the Board heard 227 appeals. The number of appeals filed with the Board represented 0.6 percent of the 40,130 locally assessed properties in the City for CY 2005.

REAL ESTATE ASSESSMENTS

DEPARTMENT DETAIL

The website for Real Estate Assessments is consistently the highest visited section of the City's web site. This system provides assessed values and other real estate assessment information from the official assessment records database for all properties in the City of Alexandria. Features on this site are continuously enhanced to better serve the residents and to maintain an open and visible assessment system. Residents are able to access the assessment information under City Services on the City's web site at alexandriava.gov/realestate.

INDICATORS AND MEASURES

OBJECTIVE: [Board of Equalization & Assessment Review] To assist property owners with understanding assessments; to provide avenues for appeal through this Department, the Board of Equalization and the Courts; and to assist the Board of Equalization and the City Attorney's Office with appeals.

	Actual CY 2003	Actual CY 2004	Actual CY 2005	Estimated CY 2006	Projected CY 2007
Number of appeals to Department*	664	714	498	600	700
Number of appeals to the Board of Equalization**	267	480	227	350	500
Percentage of assessment appeals upheld by Department of Real Estate Assessments	55 %	58 %	55 %	55 %	60 %
Percentage of assessment appeals upheld by Board of Equalization	42 %	58 %	45 %	55 %	60 %

* The number of reviews to the Department fluctuates depending on the year-to-year changes in the assessments and how an individual owner perceives changes in the market value of his or her property.

** The number of appeals to the Board of Equalization may exceed the number of Departmental appeals because appellants can bypass the Departmental appeal process and appeal directly to the Board of Equalization.
